

**STREET DEPARTMENT**  
**EMERGENCY CALL-OUT PROCEDURES**



**STREET LIGHTING**

1. ON-CALL EMPLOYEE RECEIVES CALL FROM POLICE/FIRE DEPARTMENT.
2. ON-CALL EMPLOYEE TAKES DOWN ADDRESS OF INCIDENT AND DETAILED INFORMATION, (EXAMPLE: SHEARED POLE, GLOBE BURNING, WIRES DOWN, ETC.) IF ADDITIONAL ASSISTANCE IS NECESSARY, PLEASE REFER TO EMPLOYEE LAMINATED TELEPHONE DIRECTORY.
3. ONCE ADDRESS AND INFORMATION IS COLLECTED, ON-CALL EMPLOYEE RESPONDS TO CITY YARD.
4. ONCE YOU ARRIVE IN CITY YARD, GO INTO THE PUBLIC WORKS MANAGER'S OFFICE TO LOOK AT CITY MAP OF STREET LIGHTING CIRCUITRY. THIS MAP WILL BE LOCATED ON WALL NEXT TO LIGHT SWITCH WHEN YOU ENTER THE OFFICE. WITH THE ADDRESS AND INFORMATION IN HAND, FIND AREA ON MAP TO FIND WHICH OIL SWITCH YOU MIGHT HAVE TO PULL.

REMEMBER: BEFORE YOU RESPOND TO SITE, TAKE ALL SAFETY PRECAUTIONS NECESSARY: EDISON GLOVES, REMOVE ALL JEWELRY, FLASHLIGHT, SAFETY GLASSES, SAFETY VEST OR JACKET AND ALL INFORMATION REGARDING INCIDENT.

5. WHEN ALL CRITICAL INFORMATION IS COLLECTED, RESPOND TO SITE IN THE AERIAL LIFT TRUCK.
6. ONCE YOU ARRIVE TO SITE, REACT TO SITUATION ACCORDINGLY. (EXAMPLE: YOU RECEIVE A CALL FROM P.D. THAT AN AUTOMOBILE STRUCK A CONCRETE LIGHT POLE IN THE 4200 BLOCK OF MONTEREY ROAD, WIRES ARE ARCHING. RESPOND TO CITY YARD, LOOK UP ADDRESS ON CIRCUITRY MAP. FIND OUT WHERE OIL SWITCH IS LOCATED. WITH ALL SAFETY PRECAUTIONS TAKEN, RESPOND TO PROPER OIL SWITCH. WITH EDISON GLOVES ON, OPEN CABINET AND PULL OIL SWITCH TO SHUT OFF POWER IN THAT AREA. RESPOND TO SITE, INFORM P.D. AND FIRE THAT POWER HAS BEEN SHUT DOWN AND THEY WILL TAKE IT FROM THERE).